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CONFIRMATION NO. 2858

SERIAL NUMBER 10/015,383	FILING OR 371(c) DATE 12/12/2001 RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO. AUS920010830US1
APPLICANTS Michael Wayne Brown, Georgetown, TX; Joseph Herbert McIntyre, Austin, TX; Michael A. Paolini, Austin, TX; James Mark Weaver, Austin, TX; Scott Lee Winters, Austin, TX;				
** CONTINUING DATA ***** <i>None & N</i>				
** FOREIGN APPLICATIONS ***** <i>None & N</i>				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/28/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <u>ON</u> Examiner's Signature _____ Initials _____		STATE OR COUNTRY TX	SHEETS DRAWING 8	TOTAL CLAIMS 37
INDEPENDENT CLAIMS 6				
ADDRESS AMY PATTILLO P.O. BOX 161327 AUSTIN, TX 78746-1327				
TITLE Promoting use of experts to callers waiting in a hold queue				
FILING FEE RECEIVED 1298	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	



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